



Customer Service Order

THIS SERVICE ORDER ("Service Order"), is executed and effective upon the date of the signature set forth in the signature block below ("Effective Date") and is by and between Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the Service(s) hereunder ("Spectrum") and Customer (as shown below) and is governed by and subject to the Spectrum Enterprise Commercial Terms of Service posted to the Spectrum Enterprise website, <https://enterprise.spectrum.com/> (or successor url) or, if applicable, an existing services agreement mutually executed by the parties (each, as appropriate, a "Service Agreement"). Except as specifically modified herein, all other terms and conditions of the Service Agreement shall remain unamended and in full force and effect.

Account Executive: Joyelle Zambito
Phone: 585.703.9023 ext:
Cell Phone: 585.703.9023
Fax:
Email: joyelle.zambito@charter.com

Order # 10778698

Customer Information: Customer Code		
Business Name	Finger Lakes Community Health - Master	Customer Type:
Federal Tax ID	Tax Exempt Status	Tax Exempt Certificate #
*****1104		
Billing Address		Account Number
Attention To: 14 MAIDEN LN P.O. BOX 423 PENN YAN NY 14527		
Billing Contact	Billing Contact Phone	Billing Contact Email Address
Michele Dahl	(315) 531-9102	micheled@flchealth.org
Authorized Contact	Authorized Contact Phone	Authorized Contact Email Address
Rick Boyd	(914) 629-5475	rboyd@flchealth.org
Technical Contact	Technical Contact Phone	Technical Contact Email Address
Mathew O'Brien	(315) 787-8193	matthewo@flchealth.org

Mary Ann Zelazny

E-signed 2018-09-21 12:46PM EDT

maryz@flchealth.org

CEO



Internet and TV Services Order Information For 60 Main St Port Byron NY 13140

Service Type

Video
High Speed Internet (HSD)

Internet and TV Services Order Information For 14 Maiden Ln Penn Yan NY 14527

Service Type

High Speed Internet (HSD)
Video

Internet and TV Services Order Information For 6 Stoll St Dundee NY 14837

Service Type

IPs (Internet Addresses)
High Speed Internet (HSD)

Internet and TV Services Order Information For 601 B Washington Street Geneva NY 14456

Service Type

Video
High Speed Internet (HSD)

Internet and TV Services Order Information For 6692 Middle Rd Coax Sodus NY 14551

Service Type

High Speed Internet (HSD)

Internet and TV Services Order Information For 7150 Main St Ovid NY 14521

Service Type

High Speed Internet (HSD)

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Current Services and Monthly charges At 7150 Main St , Ovid NY 14521

Description	Quantity	Sales Price	Monthly Recurring Total
B BLKINTL	1	\$0.00	\$0.00
B CALLER ID	1	\$0.00	\$0.00
STATIC IP 5	1	\$0.00	\$0.00
B ACCOUNT TN	1	\$0.00	\$0.00
INTERNET OFF	1	\$0.00	\$0.00
SPECTRUM WIFI	1	\$0.00	\$0.00
SECURITY SUITE	1	\$0.00	\$0.00
PRIVATE LISTING	1	\$0.00	\$0.00
WIFI OPTOUT AWG	1	\$0.00	\$0.00
DMN NME REG -VAS	1	\$0.00	\$0.00
PLUS SELECT PROV	1	\$0.00	\$0.00
SPECTRUM WIFI AP	1	\$0.00	\$0.00
CLOUD BACKUP -VAS	1	\$0.00	\$0.00
SECURE CONNECTION	1	\$1.00	\$1.00
VANITY EMAIL -VAS	1	\$0.00	\$0.00
WEB HOSTING - VAS	1	\$0.00	\$0.00
HD DIGITAL RECEIVER	1	\$5.99	\$5.99
PRIVATE BUSINESS TV	1	\$39.99	\$39.99
PLUS PER BUNDLE DISC	1	(\$55.00)	(\$55.00)
BUSTV PER BUNDLE DISC	1	(\$10.00)	(\$10.00)
SPECTRUM MOBILITY PKG	1	\$0.00	\$0.00
VOICE ACQ BUNDLE DISC	1	(\$10.00)	(\$10.00)
VOICE PER BUNDLE DISC	1	(\$10.00)	(\$10.00)
BROADCAST TV SURCHARGE	1	\$8.85	\$8.85
SPECTRUM BUSINESS VOICE	1	\$49.99	\$49.99
*Total			\$20.82

*Prices do not include taxes and fees.

New and Revised Services and Monthly Charges At 6 Stoll St , Dundee NY 14837

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
5 Static IP	1	\$24.99	\$24.99	Month to Month
Spectrum Business Internet	1	\$119.99	\$119.99	Month to Month
*Total			\$144.98	

*Prices do not include taxes and fees.

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New and Revised Services and Monthly Charges At 60 Main St , Port Byron NY 13140

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
5 Static IP	1	\$24.99	\$24.99	Month to Month
Digital Receiver	1	\$6.99	\$6.99	Month to Month
Spectrum Business Internet	1	\$119.99	\$119.99	Month to Month
Spectrum Business TV	1	\$69.99	\$69.99	Month to Month
*Total			\$221.96	
*Prices do not include taxes and fees.				

New and Revised Services and Monthly Charges At 601 B Washington Street , Geneva NY 14456

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
5 Static IP	1	\$24.99	\$24.99	Month to Month
Digital Receiver	1	\$6.99	\$6.99	Month to Month
Spectrum Business Internet	1	\$119.99	\$119.99	Month to Month
Spectrum Business TV	1	\$69.99	\$69.99	Month to Month
*Total			\$221.96	
*Prices do not include taxes and fees.				

New and Revised Services and Monthly Charges At 14 Maiden Ln , Penn Yan NY 14527

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
Digital Receiver	1	\$6.99	\$6.99	Month to Month
Spectrum Business Internet	1	\$119.99	\$119.99	Month to Month
Spectrum Business TV	1	\$69.99	\$69.99	Month to Month
*Total			\$196.97	
*Prices do not include taxes and fees.				

New and Revised Services and Monthly Charges At 7150 Main St , Ovid NY 14521

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
Spectrum Business Internet	1	\$119.99	\$119.99	Month to Month
*Total			\$119.99	
*Prices do not include taxes and fees.				

New and Revised Services and Monthly Charges At 6692 Middle Rd Unit Coax, Sodus NY 14551

Description	Quantity	Sales Price	Monthly Recurring Total	Contract Term
Spectrum Business Internet	1	\$59.99	\$59.99	Month to Month
*Total			\$59.99	
*Prices do not include taxes and fees.				

One Time fees At 60 Main St , Port Byron NY 13140

Description	Quantity	Sales Price	Total
Standard Change of Service (Truck Roll)	1	\$99.00	\$99.00
Total			\$99.00
*Prices do not include taxes and fees.			

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One Time fees At 6692 Middle Rd Unit Coax, Sodus NY 14551			
Description	Quantity	Sales Price	Total
Install Charge – Business Internet	1	\$99.00	\$99.00
Total			\$99.00
*Prices do not include taxes and fees.			

One Time fees At 601 B Washington Street , Geneva NY 14456			
Description	Quantity	Sales Price	Total
Standard Change of Service (Truck Roll)	1	\$99.00	\$99.00
Total			\$99.00
*Prices do not include taxes and fees.			

Mary Ann Zelazny

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maryz@flchealth.org

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Special Terms

Electronic Signature Disclosure

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.


Mary Ann Zelazny (Sep 21, 2018)

Authorized Signature for Customer

Mary Ann Zelazny

CEO

Printed Name and Title

Sep 21, 2018

Date Signed

Mary Ann Zelazny

E-signed 2018-09-21 12:46PM EDT

maryz@flchealth.org

CEO





SPECTRUM ENTERPRISE SERVICE AGREEMENT

The customer identified below ("Customer") hereby acknowledges and agrees to the Commercial Terms of Service available at <https://enterprise.spectrum.com/> ("Terms of Service"), which are incorporated herein by this reference, with respect to any service order(s) placed by Customer and accepted by Spectrum hereafter (each, a "Service Order"), which together with this agreement constitute the "Service Agreement" by and between the Customer and Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the service(s) hereunder ("Spectrum").

Spectrum Contact Information	
Spectrum Enterprise 12405 Powerscourt Drive St. Louis, MO 63131	Contact: Joyelle Zambito Telephone: 585.703.9023 Email: joyelle.zambito@charter.com

Customer Information				
Customer Name (Exact Legal Name): Finger Lakes Community Health - Master			Main Tel. No.:	
Billing Address: 14 MAIDEN LN P.O. BOX 423	Suite:	City: PENN YAN	State: NY	Zip Code: 14527
Billing Contact Name: Michele Dahl	Tel.No.: (315) 531-9102		E-mail: micheled@flchealth.org	
Authorized Contact Name: Rick Boyd	Tel.No.: (914) 629-5475		E-mail: rboyd@flchealth.org	

BY EXECUTING THIS SERVICE AGREEMENT BELOW, CUSTOMER ACKNOWLEDGES THAT: (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY THE TERMS OF SERVICE, INCLUDING THE ARBITRATION SECTION THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE SERVICE AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY.

Customer: Finger Lakes Community Health - Master

By: Mary Ann Zelazny
Mary Ann Zelazny (Sep 21, 2018)

Name (printed): Mary Ann Zelazny

Title: CEO

Date: Sep 21, 2018

Mary Ann Zelazny

E-signed 2018-09-21 12:46PM EDT

maryz@flchealth.org

CEO



Customer Service Order

Spectrum

THIS SERVICE ORDER ("Service Order"), is executed and effective upon the date of the signature set forth in the signature block below ("Effective Date") and as by and between Charter Communications Operating, LLC, on behalf of those operating subsidiaries providing the Services ("Spectrum") and Customer. The Service Order and is generated by and subject to the Spectrum Customer Agreement ("Customer Agreement") and the Spectrum Service Order and is subject to the terms and conditions of the Service Order and the terms and conditions of the Service Agreement. The Service Order and the terms and conditions of the Service Agreement shall remain unamended and in full force and effect.

Account Executive: Joyelle Zambito
Phone: 585.763.8822
Fax: 585.763.8822
Email: joyelle.zambito@charter.com

Order # 10377600

Customer Information: Customer Code	
Business Name	Finger Lakes Health
Account Type	Health
Account Number	10000000000000000000
Address Line 1	10000000000000000000
Address Line 2	10000000000000000000
Address Line 3	10000000000000000000
Address Line 4	10000000000000000000
Address Line 5	10000000000000000000
Address Line 6	10000000000000000000
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Finger Lakes Community Health- HSD Upgrades_ 6 sites_ 100x10

Adobe Sign Document History

09/21/2018









Created: 09/21/2018

By: Joyelle Zambito (joyelle.zambito@charter.com)

Status: Signed

Transaction ID: CBJCHBCAABAAC4pCXz68-5j-rfs0GXSwWKFtAT2ueTdO

"Finger Lakes Community Health- HSD Upgrades_ 6 sites_ 100x 10" History

-  Document created by Joyelle Zambito (joyelle.zambito@charter.com)
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-  Document emailed to rachelm@flchealth.org for signature
09/21/2018 - 11:37:30 AM EDT
-  Document viewed by rachelm@flchealth.org
09/21/2018 - 12:12:45 PM EDT- IP address: 174.224.134.74
-  Document signing delegated to Mary Ann Zelazny (maryz@flchealth.org) by rachelm@flchealth.org
09/21/2018 - 12:31:01 PM EDT- IP address: 174.224.134.74
-  Document emailed to Mary Ann Zelazny (maryz@flchealth.org) for signature
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-  Document viewed by Mary Ann Zelazny (maryz@flchealth.org)
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-  Document e-signed by Mary Ann Zelazny (maryz@flchealth.org)
Signature Date: 09/21/2018 - 12:46:27 PM EDT - Time Source: server- IP address: 72.45.138.110
-  Signed document emailed to rachelm@flchealth.org, Joyelle Zambito (joyelle.zambito@charter.com) and Mary Ann Zelazny (maryz@flchealth.org)
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